



Dear AlaskaCare Member,

We are excited to welcome you to the AlaskaCare Health Plan administered by HealthSmart Benefit Solutions. HealthSmart is one of the largest health plan administrators in the country, serving members throughout the United States.

We encourage you to visit our website, *AlaskaCare.gov*, which will serve as a home base for information and online service for the AlaskaCare plans. You may view plan information, find links to our partners, locate a doctor or pharmacy, print forms, check the status of claims, refill a prescription, and more.

This Welcome Pack contains important information about the AlaskaCare plans claims administration. Please read all of the information provided and save it in the event you have questions in the future.

Navigating the Welcome Pack – You'll find the following information in this folder:

- Overview
- AlaskaCare Partner Information
- Information and Instructions
- Frequently Asked Questions (FAQ)
- Contact Information brochure with addresses and phone numbers
- Forms

We recognize that you may have questions regarding your benefits or claims. HealthSmart has representatives available by phone and in person in the AlaskaCare Service Centers in both Juneau and Anchorage to answer any questions you may have after reading this information.

Thank you in advance for taking the time to review the enclosed materials. We sincerely appreciate your participation in the AlaskaCare Health Plans and look forward to providing you the best service experience possible – the AlaskaCare Experience!

Sincerely,

Your AlaskaCare Team

Frequently Asked Questions

Where can I obtain another ID card?

You may request additional ID cards, and print a temporary card, at *Alaskacare.gov*. You may also contact HealthSmart to order additional ID cards.

What if I am currently taking a specialty drug?

The AlaskaCare specialty pharmacy program is administered by Costco/Envision. Specialty drugs are high cost drugs, often self-injected and used to treat rare or complex conditions. They may also require special handling or delivery. A list of specialty drugs is available at *AlaskaCare.gov*. If a specialty drug is prescribed, you should contact Costco/Envision to set up delivery.

How do I use the mail-order pharmacy program?

You may use the mail-order form in this Welcome Pack or have your doctor phone your prescription into Costco/Envision. Additional forms are available at *AlaskaCare.gov* or you may contact HealthSmart.

What types of services require pre-certification?

You should contact HealthSmart to pre-certify all hospital admissions, skilled nursing facilities, home health care, mental health or chemical dependency treatment, travel, and MRIs of the knee or spine.

What is Case Management?

If you or a family member has a serious ongoing medical condition or injury, HealthSmart will provide a medical case manager to assist you. The medical case management program is designed to help identify medical resources and provide professional support for members working through a challenging or extended medical situation. The program is optional and you are not required to participate.

How do I locate a network provider?

To locate Beech Street contracted providers, you may visit *AlaskaCare.gov* or call HealthSmart Customer Service.

How do I locate a participating pharmacy?

There are over 62,000 pharmacies nationwide in the Costco/Envision pharmacy network. You may search for a network pharmacy at *AlaskaCare.gov*.

Where can I go for more information?

The AlaskaCare Health Plans and HealthSmart have partnered to develop *AlaskaCare.gov*. You may logon to view plan information, find links to the AlaskaCare partners, locate a doctor or pharmacy, print forms, check the status of claims, refill a prescription, and more.

AlaskaCare.gov

AlaskaCare
c/o HealthSmart
PO Box 99004
Anchorage, AK 99509-9004

Toll-Free Customer Service: 877.517.6370
TDD Customer Service: 877.517.6416

Name of Form	When to Use Form
Health Benefits Claim Form	To file medical, audio, dental, and/or vision claims manually to the AlaskaCare Service Center. It is not necessary to file manual claims if your provider bills for you.
Other Health Insurance Verification Form	This form should be completed both now and again each year to provide the status of additional health care coverage (including Medicare) that you or your dependents may have acquired. Failure to provide this proof to HealthSmart annually can cause delays in paying your claims.
Student Status Verification Form	To remain eligible for the health plan, dependent children between the ages of 19 and 23 must provide proof semi-annually of their student status. This form should be completed and returned to HealthSmart to prevent delays in claims processing.
Costco Mail Order Form	To enroll in the mail order pharmacy program.
Direct Member Reimbursement Form	To file self-paid prescriptions or copays for reimbursement to HealthSmart.

Retiree Welcome Pack

Overview



HealthSmart is proud to be the Claims Administrator for the AlaskaCare Health Plans. This means HealthSmart will be processing all health plan claims, providing customer service, issuing ID cards, and assisting the State with other important administration functions of the AlaskaCare Health Plans.

HealthSmart will be partnering with several other companies in delivering services to AlaskaCare members. These companies include:

- Costco Wholesale
- Envision RxOptions
- Beech Street
- Univita (long term care)

Additional information about these companies and the role each will play in supporting the AlaskaCare Health Plans is included later in this section.

ID Cards

ID cards are sent in a separate mailing. Up to two ID cards will be issued under the member's name which may be used by you or your eligible spouse. Additional cards may be ordered at *AlaskaCare.gov* or by contacting HealthSmart. It is important for you to present your new AlaskaCare ID card to your providers when receiving care or filling prescriptions. The ID card contains important information such as your member identification number, precertification instructions, and claims filing instructions.

If you have not received your ID card and need services, you may obtain a temporary ID card by visiting *AlaskaCare.gov*. You will need your member identification number for this process. If you do not have your member ID you can contact HealthSmart for this number.

AlaskaCare Website

AlaskaCare.gov contains important information regarding the AlaskaCare Health Plans. It includes links to all the AlaskaCare partners and other information about your AlaskaCare plan. You can also find a doctor or pharmacy, print forms, check the status of claims, refill a prescription, and more.

Contact Information

The enclosed contact information brochure contains all addresses, telephone numbers, and website information you'll need to use your AlaskaCare Health Plan. Please be sure to keep it handy for future use.

Additional AlaskaCare Partners:



Costco Pharmacy Benefit Partnership powered by Envision RxOptions

Retail and mail-order prescription drug benefits will be provided through the Costco Pharmacy Benefit Partnership. This program combines the purchasing power of Costco Wholesale with Envision RxOptions, a top-rated national pharmacy benefit manager, giving you many options for purchasing your prescriptions.



Beech Street

The Beech Street network provides AlaskaCare members with a nationwide network of doctors and hospitals that have agreed to discounted rates and fee schedules. The AlaskaCare Health Plans do not require you visit Beech Street network providers. However, by using Beech Street network providers you are reducing your out-of-pocket expenses and overall costs to the AlaskaCare Health Plans. In addition, you will not be billed by these providers for any charges that exceed the contracted amount.



Univita provides claim and administration services for the Long Term Care plans.



Information and Instructions

This section contains important information and instructions for filing claims, locating providers, filling prescriptions, accessing the mail-order pharmacy program, using your ID card, and more. Please read this section carefully and retain the information for future reference. If you have questions or need assistance, HealthSmart customer service representatives are available to assist you.

Claim Filing

Most healthcare providers, including all network providers, will bill the AlaskaCare Health Plans on your behalf. To do this, you will need to present your ID card to your healthcare providers. The ID card contains all of the necessary information to initiate the claims filing process for you and your eligible dependents.

If your healthcare provider will not send a bill on your behalf, you may file claims with HealthSmart by mailing your completed AlaskaCare Benefits Claim Form to the address located at the top of the enclosed claim form. The claim address can also be found in the enclosed contact information brochure. Additional forms may be obtained at *AlaskaCare.gov* or by contacting HealthSmart.

Note for retirees covered by Medicare: It is not necessary for you or your provider to send the Explanation of Medicare Payments to HealthSmart. Medicare claims processors will automatically send this information to HealthSmart on your behalf after they process a payment.

All medical, audio, dental, and vision care claims should be sent to HealthSmart.

Locating Network Providers

To locate Beech Street contracted providers, you may visit *AlaskaCare.gov* or call HealthSmart Customer Service (see the enclosed contact information brochure for telephone number).

New providers join the network from time to time, so please check the current listing of network providers at *AlaskaCare.gov*. You may also nominate a provider to participate in the Beech Street network by completing the nomination form located on *AlaskaCare.gov*.

Prescription Drugs

AlaskaCare members may obtain prescription drugs at over 62,000 participating pharmacies nationwide and also by mail. You must use a participating pharmacy or the mail order pharmacy, presenting your AlaskaCare ID card to receive the best benefit.

This section provides information on accessing the AlaskaCare prescription drug benefits and filing claims for prescription drug purchases.

Retail Pharmacies:

You may search for a Costco/Envision network pharmacy at *AlaskaCare.gov*. Note that you may also fill your prescription at any Costco pharmacy, even if you are not a Costco member.

You should present your ID card to your pharmacy when filling a prescription so they may file a claim on your behalf. You will be responsible for the applicable copay.



Mail Order Prescriptions:

Filling prescriptions by mail is a convenient and cost-effective way to obtain medications. With the mail order pharmacy, you can receive up to a 90 day or 100 unit supply, whichever is greater. Costco Wholesale is the mail-order pharmacy provider. This Welcome Pack contains the materials necessary to initiate use of the mail order service. Once you have filled a mail order prescription, you may order refills by calling Costco/Envision customer service or online through *AlaskaCare.gov*.

Claim Pre-Certification

You should contact HealthSmart to precertify hospital admissions, skilled nursing facilities, home health care, mental health or chemical dependency treatment and MRIs of the knee or spine.

Case Management

If you or a family member has a serious ongoing medical condition or injury, HealthSmart will provide a medical case manager to assist you. The medical case management program is designed to help identify medical resources and provide professional support for members working though a challenging or extended medical situation. The program is optional and you are not required to participate.

Dental/Audio/Vision Care

The dental, vision, and audio plan is an option that you may have elected when you retired. HealthSmart is the claims administrator for this program and claims are filed by using the enclosed AlaskaCare Benefit Claim form.

Nurse line

A 24-hour nurse line is available if you want to discuss your symptoms and clarify whether you should visit a doctor for a health condition you may have. The nurse line is staffed by registered nurses who can answer your questions 24 hours a day, 365 days a year. The toll-free nurse line number is included in the enclosed contact information brochure or online through *AlaskaCare.gov*.

